Best New Consumer Service Concept –
Server Pager Technology

2018 ACI-NA Concession Awards

Paradies Lagardère
TRAVEL RETAIL

Server Pager Technology

Paradies Lagardère has server pager technology in its bars and restaurants, allowing customers that need an extra drink, the bill or just have a question to quickly page a server. Guest texting is also available, allowing Paradies Lagardère restaurants to let travelers know when their table is ready.

Paradies Lagardère's strategy is to combine its award-winning customer service with innovation and technology to deliver an enhanced customer experience. We were the first to introduce the server pager technology system at our restaurants. Paradies Lagardère introduced the server pager system at Second Bar + Kitchen at AUS, and Hickory and Abacus at DFW.

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How It Works?

1 Call Button

When a customer needs an extra drink, the bill, or just has a question, they can use our server paging system. Each call button has two keys which allow the guest to call their server. When they press the green key, it tells the server they need something or have a question. The blue key tells the server they would like the check.

2 Palm Remote

Palm remotes for our server paging system will be placed in the kitchen, bar, and host stand areas. When food or drinks are ready, the staff enters the number of the table which ordered it. The server for that table is notified, and can deliver the order to guests quickly and efficiently. When the host stand enters the table number, it informs the server that a new table is being seated.

3 Server Pager

Each server will have a waterproof pager watch, with an easy to read OLED screen. When food or drink is ready, the pager will vibrate, and display either "Bar" or "Kitchen". When a guest needs them, the display will read either "Table #_" or "Check #_" so they know where to go and why. To deactivate the call button, the server simply presses the red cancel key.
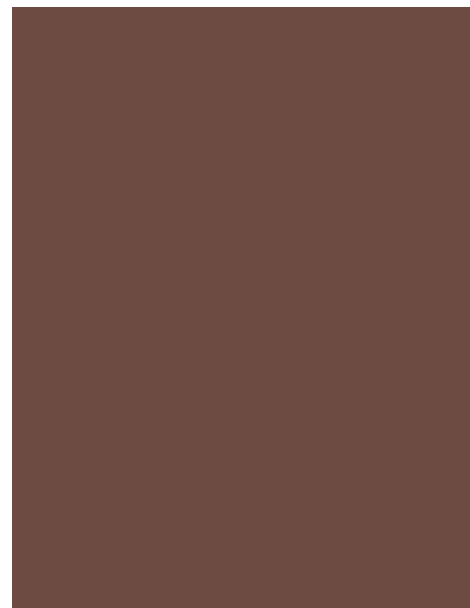
4 Manager Paging

If the manager is needed to a certain part of the restaurant, each station with a palm remote may call them by using the "99" code. This will send a message to the manager pager, informing them that they are needed, for example, in the "Kitchen".

5 Group Messages

Send messages to the entire team, or just the manager. Preset messages, such as "86 special" or "Good Morning" can be created, otherwise original messages can be typed and sent at any time.

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